

SPECIAL OPERATIONS SUPERVISOR

GRADE: 18

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Special Operations Supervisor performs difficult paraprofessional and professional work with responsible administrative duties relating to special events, Courthouse Square and Town Center programs, and various project work requests. The work requires a proactive approach involving contacts with the general public, local business leaders within Town Center, City staff, volunteers, and vendors. The incumbent's work is directed but allows for a great deal of independent judgement and latitude, with moderate impact involved in work requests and serious impact involved in the success of programs and special events. The work requires light to moderate physical demands and may have considerable mental effort and stress involved in meeting the needs and deadlines required as a result of special events. The incumbent reports to the Special Events Coordinator and has supervisory responsibility for the Special Operations Technicians and the Town Center Custodian. Considerable evening, weekend and holiday work is required.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assists in planning, coordinating and implementing specific programs and events, including City-wide special events, Courthouse Square and Town Center programs, and other special activities and functions.

- Coordinates the planning, preparation and implementation of some special events including the Volunteer Appreciation Party, Lioness Club Lights of Love, March of Dimes Walk America, and the Chamber of Commerce Mix and Mingle.
- Coordinates the City's year-round decorating program.
- Coordinates and participates in the physical set up of all special event sites.
- Makes regular and careful inspections of all program facilities and equipment to ensure its proper and safe maintenance.
- Responsible for installation and maintenance of the Best Locking System throughout City facilities.
- Responds to and completes a wide variety of unique Parks work requests specifically designated by the Director.
- Works with Special Events Coordinator on special projects assigned by the Director of Recreation and Parks.
- Works directly with the Recreation Program Supervisors in coordinating community events.
- Acts as a consultant to outside agencies including local businesses, community groups, and citizens to implement requested projects such as park dedications, community events and other projects that arise throughout the year.
- Submits timely pay vouchers, expenditure and revenue information.
- Develops annual budget for the Special Operations equipment as well as special events which are under the direct control of this position.
- Develops and implements safety and risk management policies and strategies for site preparation which maximize participant safety and minimize potential City liability.
- Performs related work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation, parks, management, or related field, plus two years of progressively responsible experience in recreation and/or park administration.

Preferred Knowledge, Skills and Abilities:

- Knowledge of equipment and site planning necessary for special events.
- Ability to communicate clearly and concisely, both orally and in writing..
- Ability to work independently with little instruction.
- Ability to administer, organize and develop diversified programs within general policy guidelines and budgetary limitations.
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness and tact in meeting new situations.

- Ability to establish and maintain effective working relationships with persons and groups interested in recreation, associates, other employees and departments, and the general public.